

MULTIMEDIA



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MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 2, 2019/2020

TIS3251 – INFORMATION SYSTEMS PLANNING AND DEVELOPMENT

(All sections / Groups)

13 MARCH 2020
9.00a.m - 11.00 a.m
(2 Hours)

INSTRUCTIONS TO STUDENTS

1. This Question paper consists of 3 pages with 5 Questions only.
2. Answer **ALL FIVE** questions. All questions carry equal marks and the distribution of the marks for each question is given.
3. Please write all your answers in the Answer Booklet provided.

Question 1

- a. Explain the importance for an organization to have an accurate or complete information. (1 mark)
- b. List and describe any three components of a computer-based information system. (3 marks)
- c. Explain any three advantages of an enterprise resource planning system. (3 marks)
- d. Many small and medium-size enterprises elect to implement open-source enterprise resource planning systems and these systems are customized. Provide three reasons for customization. (3 marks)

Question 2

- a. Explain the purpose of a management information system in an organization. (1 mark)
- b. Describe a human resource management information system and any two of its outputs. (3 marks)
- c. List and describe the three participants in developing and using an expert system. (3 marks)
- d. Provide examples of virtual reality applications in medicine, training and entertainment. (3 marks)

Question 3

- a. Compare two characteristics of batch processing and online processing. (2 marks)
- b. Why would an organization employ an intranet? (1 mark)
- c. Define the term information systems planning. (1 mark)

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d. List and describe any three types of feasibility analysis that you would conduct in developing a new information system. (3 marks)

e. Describe any three techniques used to make systems selection evaluations. (3 marks)

Question 4

a. During implementation phase of the System Development Life Cycle (SDLC), maintenance is performed on the system. Provide any two reasons for maintenance. (2 marks)

b. Application development by non-Information System professionals has grown rapidly with the introduction of user tools. State an advantage of this user application development. (1 mark)

c. In purchasing methodology, feasibility analysis and requirements definition remain the same as in traditional SDLC. Describe any two additional steps to be performed in purchasing methodology. (2 marks)

d. What are the two disadvantages for organizations to opt for Application Service Providers (ASPs)? (2 marks)

e. Maybank is an example of a big company that has complex Information Technology (IT) projects to manage. Discuss three critical success factors for effective management of these large, complex projects. (3 marks)

Question 5

a. Differentiate between the Laissez-Faire ("hands-off") and controlled growth strategies in terms of level of control and resources for supporting user computing in an organization. (2 marks)

b. As an IT manager (for example, at Public Bank), state any three benefits that IT outsourcing may bring to the company. (3 marks)

Continued

- c. IT is influencing societies across the globe. Despite its benefits, provide any three of the negative social impacts. (3 marks)

- d. Discuss copyright and patent as intellectual property rights that can be obtained on computer programs. (2 marks)

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